

t/c to [REDACTED]

it is pretty defined, there are different timelines for different types of financial aid and different types of tuition monies. If you complete a certain percent of term, then the financial aid is forgiven. Up to 60% it is pro-rated. If you have completed 45%, then you have to return 45%. Policy, if attend 60% you have met obligation of attendance. This is federal regulation. SBO performs the accounting, but financial aid has ownership. This is specific to the exact date and how much money for each day of the term.

Before I started at WWU, this is not information that students were made aware of but with hardship something happens and they are unable to attend, then hardship ends a few weeks later, and allowed to withdraw back to date you last attended. That works great for students who don't get financial aid. If financial aid recipient then have to pay back. when I took over, thought students should be made aware of this and explain if withdraw today versus tomorrow what the costs will be- if they are pro-active.

If student does not come to SBO, b/c they do not have to physically come in to the office, then we will talk to them, think the withdrawal form says if on financial aid, talk to them [check]

...dean's office does not coach on what day to withdraw and do not want manipulation. The student notes the withdrawal day. Usually some form of confirmation to verify last date of attendance.

For medical hardship withdrawal, have to go see [REDACTED].

Deadline is term based, not class based. Based on amortization of term itself, even if you have had a lot or no classes yet. Aid is not just for tuition or credit hours, it is for tuition and living expenses.

She cannot register at all until this is paid off. This could be bookstore charge. This hold is for anything over \$40. There are some exceptions, we look for university error, delay of financial aid paying out. no exceptions for financial hardship.

State regs require a maximum of 12 months for debt plus interest. We are required to charge 1% interest per month. We have stretched it out to the max and given a little past the 12 month period. b/c she is an employee, we have allowed for payroll deduction. For convenience, her choice. Not something we normally do b/c requires bookwork for univ. We do have some flexibility if she cannot make a payment, we can allow for some grey areas, it does not look like she has missed payments.

Not eligible for additional financial aid through state or federal aid WWU until it is paid.

[REDACTED] had not met her, know she has talked to [REDACTED] (lead in collections) and [REDACTED] (student accounts side). She has not mentioned disability or pregnancy hardship to SBO.

A decision to withdraw from school should be an educated decision, there are repercussions.

